

**SUMMARY REPORT
CONSUMER SATISFACTION SURVEY**

**KENTUCKY DEPARTMENT OF
VOCATIONAL REHABILITATION**

2003

**Submitted to the
Statewide Council for Vocational Rehabilitation
Consumer Satisfaction Subcommittee
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EXECUTIVE SUMMARY

For the eighth year, the Interdisciplinary Human Development Institute (IHDI) at the University of Kentucky has coordinated the annual Kentucky Department of Vocational Rehabilitation Consumer Satisfaction Survey at the request of the Statewide Council for Vocational Rehabilitation. This year, the University of Kentucky Survey Research Center successfully contacted 1,109 consumers by telephone to participate in the survey, with a response rate for eligible participants of 79.2%. This represents a 6% increase in participation from last year.

As has been the case over the past surveys, consumers who had cases closed with a positive employment outcome (Group A) were more satisfied in most all respects than other respondents. Virtually unchanged from 2002, 91% of consumers with status A case closure felt that Vocational Rehabilitation services were good or very good. The average satisfaction level for all respondent groups was 3.26 out of a possible four points. [Responses were rated on a four-point scale (1 = very poor, 2 = poor, 3 = good, and 4 = very good) to calculate the average score.] This statistic is also nearly identical to that found in 2002 (3.27). Regardless of status at case closure, 83.2% of all consumers surveyed stated that services were good or very good, and 89.6% would return to Vocational Rehabilitation in the future if needed. In 2002, these statistics were 86.0% (overall good or very good rating on satisfaction) and 89.4% (would return to the agency if needed), respectively.

As in 2002, approximately 72% of those in Group A were employed either full or part time, results that were substantially more than the employment rates for any of the other three groups. In addition, those in Group A worked more hours, were more likely to receive benefits at their jobs, were more satisfied with their work and at least equally satisfied with their pay than consumers in the other three groups who did not achieve a positive employment outcome. A small percentage (8.7%) of those in Group A were not employed nor looking for employment, and 12.7% of those in Group A were seeking employment at the time of the survey. Half (54.5%) of all employed individuals received benefits.

Eight percent of individuals (n=33) in Group A had not worked for a year or had never worked for wages. This percentage may be elevated since Vocational Rehabilitation provides services to assist eligible individuals succeed as homemakers or unpaid family workers. The respondent may or may not consider this work. Additional questions were asked of this group to determine if their current health insurance situation deterred them from seeking employment or if additional services or supports would help them in achieving employment. Eighteen percent indicated that their health insurance was keeping them from working. Nearly 38% had no insurance coverage at the time of the survey which is up substantially from the 2002 survey indicating that 30% had no coverage. Of those who responded about what services or supports might help them to become employed, responses were primarily related to additional help from the Department and included job training, more information about job opportunities and more education.

As in the 2002 survey, the question regarding case closure from reworded “I was informed when my case was closed” to “I knew my case was closed” in an effort to determine if respondents may have been confused by the wording. However, those in Group A who indicated that they knew their cases had been closed decreased by 4% in the 2002 survey 2002 and by an additional 2% in this 2003 survey. As in 2002, many of the open ended comments included statements that the individual did not know his or her case was closed, or commented that the case was still open.

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SUMMARY REPORT CONSUMER SATISFACTION SURVEY KENTUCKY DEPARTMENT OF VOCATIONAL REHABILITATION 2003

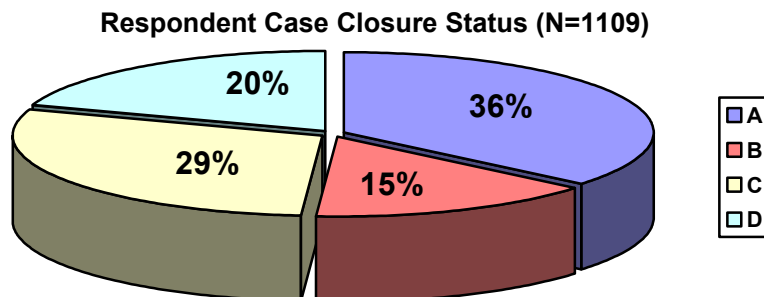
The Kentucky Department of Vocational Rehabilitation contracted with the Interdisciplinary Human Development Institute (IHDI) at the University of Kentucky to provide information to the Department regarding the experiences of consumers of Vocational Rehabilitation who had cases closed in fiscal year 2003. The University of Kentucky Survey Research Center (UKSRC) contacted a sample of consumers by telephone from December 5, 2003 through January 23, 2004 with a target of 1000 completed interviews. The sample was drawn randomly, but stratified to appropriately reflect the proportions of consumers with cases closed among four closure categories. Of the 1,401 eligible consumers who were contacted, 1,109 consumers (representing all four case closure categories and all districts of Kentucky) completed the survey. This resulted in a response rate for this year's survey of 79.2%. The margin of error for samples of this size is approximately +/-2.94% at the 95% confidence level.

For the remainder of this report, consumer closure status groups will be referred to in the following manner:

- A Closed with Positive Employment Outcome (PEO)
- B Closed for other reasons after the Individualized Plan for Employment (IPE) was initiated
- C Closed for other reasons before the IPE was initiated
- D Closed from referral, applicant, or extended evaluation

NUMBER OF RESPONDENTS BY CASE CLOSURE CATEGORY

Closure Category Group	Number of Respondents	%	Legend Color
A	402	36.2	Blue
B	165	14.9	Red
C	324	29.2	Yellow
D	218	19.7	Lt Blue
Total	1109	100	



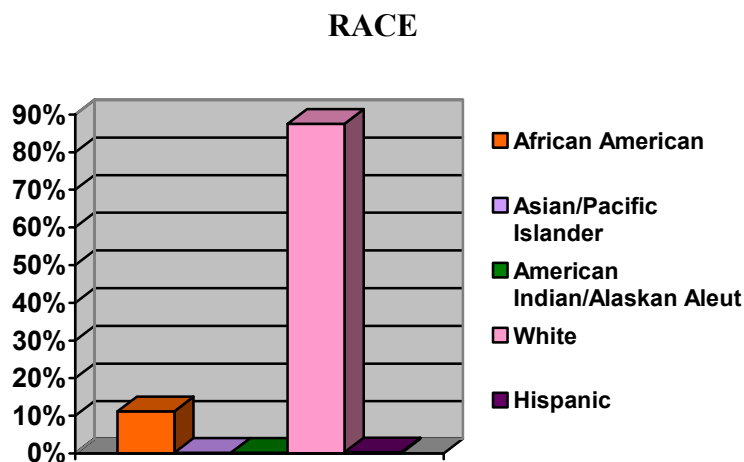
Those consumers who had achieved positive employment outcomes (PEO - Group A) represented the largest group in the sample at 36.2%. The next largest group at 29.2% was consumers whose case was closed prior to development of an IPE or initiation of services specified in the IPE (Group C). The other two Groups, B and D, represented approximately one third of those surveyed.

Respondent Demographics

Respondents were well matched with regard to gender representation. Half of the sample (51.0%) was female, and half (49.0%) was male.

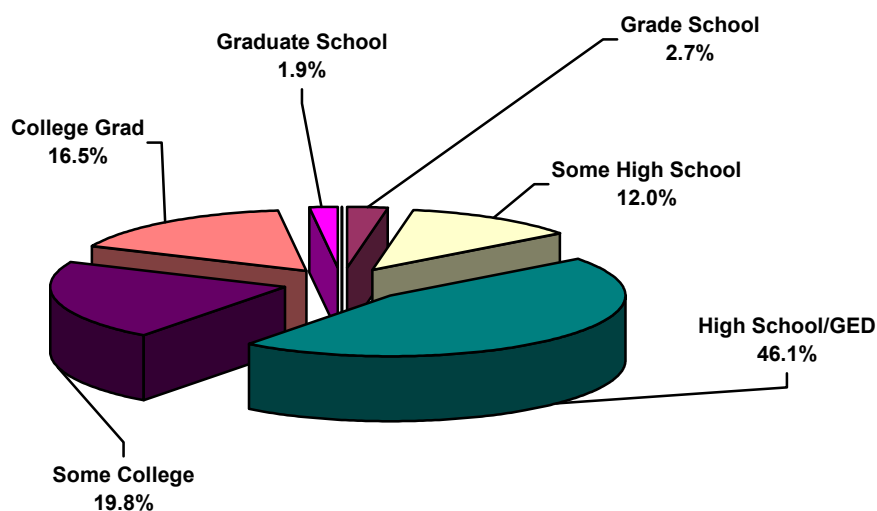
The average age of consumers across all closure categories was 38.1 years old, up from 37.3 years old in the 2002 Survey and 35.8 years old in the 2001 Survey.

With regard to race, 87.5% reported to be white, 11.2% African American, 0.2% Asian/Pacific Islander, 0.2% American Indian/Alaskan Aleut and 0.3% of respondents indicated they were Hispanic.



Educational levels are shown in the following table. Approximately 15% of survey participants did not graduate from high school. About half (46.1%) of the respondents reported graduating high school or receiving a GED or special education certificate. Nearly forty percent (38.2%) of respondents did continue their education past high school. This year 16.5% had attained a college degree (Associate or Bachelor Degree) compared with only 3.5% in the 2002 Survey. Only one respondent reported having no schooling.

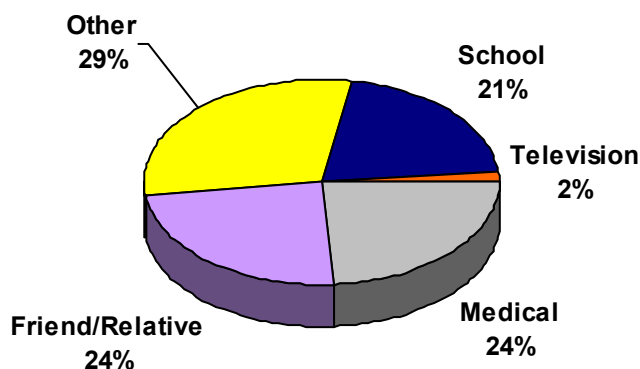
Educational Level	% of Consumers
Never Went to School	0.1
Grade School	2.7
Some High School	12.0
High School Graduate/GED/certificate	46.1
Some College	19.8
College Graduate (Associate or Bachelors Degree)	16.5
Graduate School	1.9
Information not available	0.9
TOTAL	100



It's notable to mention that for those of this sample who achieved positive employment outcome (Group A) 53.7% were college graduates, 33.6% were high school graduates or GED, 7.9% had less than a high school education, and 4.7% a special education certificate.

Consumers were asked how they learned about the Department of Vocational Rehabilitation. The five choices represented below were given.

How Did You Learn About Vocational Rehabilitation?



Those who responded “other” were then asked what other way they learned about the Department. Some of the other ways included: Social Security Administration, Psychiatrist, School Counselor, State Unemployment Office, Worker's Comp, Court, Comprehensive Care, Judicial Services, Social Worker, Student Support Services, Department of Vocational Rehabilitation Of Illinois, Easter Seals Program, Shriners Hospital, Residential Program for Women, rehabilitation person who came to my school, Food Stamp Office, Jefferson County Drug And Alcohol Counseling, workplace, newspaper article, Adult Learning Center, jail, Cabinet For Families And Children, Lexington Community College, Multiple Sclerosis Society, Lifeskills, lawyer, University of Kentucky, social worker at Cardinal Hill Hospital, Frazier Rehabilitation Hospital, Seven Counties, counselor At Salvation Army, and Therapeutic Recreation Specialist.

OVERALL SERVICE QUALITY

The question that continues to have the greatest level of interest to the Statewide Advisory Council and the Department concerns overall service quality. As with previous surveys, all respondents were asked to rate the overall quality of the services they received from the Department of Vocational Rehabilitation. Responses were rated on a four-point scale (1 = very poor, 2 = poor, 3 = good, and 4 = very good) to calculate a mean or average score.

Regardless of case closure status, the majority of respondents indicated that overall services provided by the Department were good or very good (83.2%). However, the overall rating is highest for those individuals who had achieved a positive employment outcome (90.6%). As has been the case over the past several years, those respondents who were able to obtain employment were more likely to be satisfied with the services provided through the

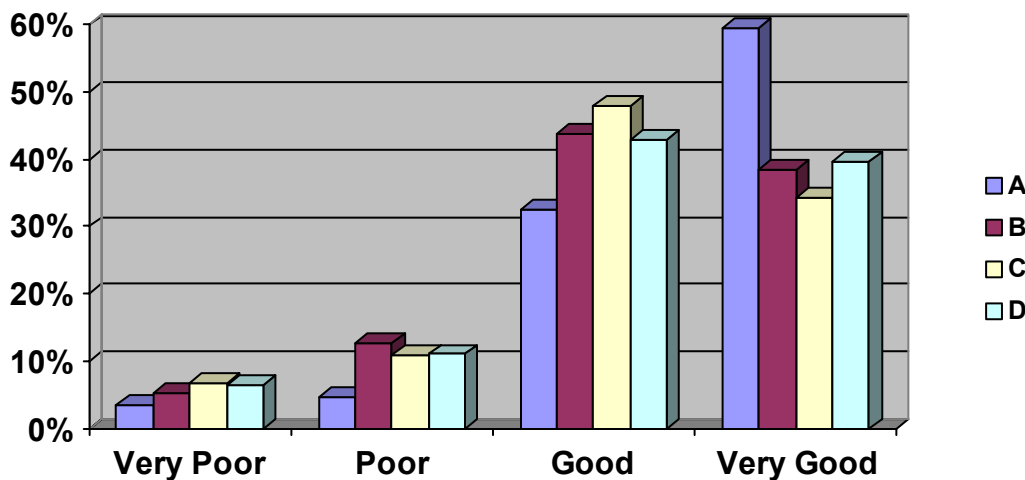
Department of Vocational Rehabilitation than were those respondents who did not have a positive employment outcome.

For those individuals whose cases were closed prior to the initiation of services, this question referred to their overall feelings about the vocational rehabilitation system and professionals with whom they interacted.

OVERALL SATISFACTION WITH QUALITY OF SERVICES

Closure Category	Very Poor %	Poor %	Good %	Very Good %	Mean Rating
A (n=402)	2.5	7.0	29.4	61.2	3.49
B (n=165)	9.1	10.9	35.8	43.0	3.14
C (n=325)	5.2	14.8	42.3	35.8	3.11
D (n=213)	5.5	11.5	43.1	37.6	3.15
All (n=1096)	4.9	10.7	36.8	46.4	3.26

Overall Satisfaction with Quality of Services



Overall Satisfaction by District

The range of overall satisfaction by district showed a high of 3.44 in District 10 and a low of 3.09 in District 14.

District	N	Mean Rating
1	90	3.33
2	84	3.20
3	109	3.30
4	111	3.24
5	56	3.18
6	129	3.33
7	39	3.28
8	34	3.35
9	45	3.29
10	77	3.44
11	58	3.19
12	55	3.35
13	44	3.16
14	93	3.09
15	71	3.17

SPECIFIC SERVICE RATINGS

The following table shows consumers' mean satisfaction level of specific services. This information was given by those whose cases were closed with a positive employment outcome (Group A) as well as individuals whose cases were closed after the initiation of the IPE (Group B). These questions were not asked to consumers with cases closed before initiation of the IPE (Group C or Group D), as no services were received through the Department. Individuals were asked to rate the specific services received on a scale where responses ranged from strongly dissatisfied to strongly satisfied. Those who did not receive the service or did not answer the question were not included in the calculation.

All consumers with positive employment outcomes (Group A) rated every individual service higher than those with cases closed for other reasons after initiation of the IPE (Group B). The people representing Group A indicated the highest levels of satisfaction with the following services: educational, vocational and counseling, respectively. Job placement, job training and job modification received the lowest ratings from consumers in Group A.

A = Consumers with Positive Employment Outcome

B = Consumers with Cases Closed After Initiation of IPE

C = Consumers with Cases Closed Prior to IPE

D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

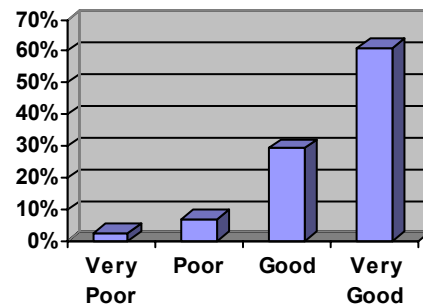
RATING OF SPECIFIC SERVICES

Service	Group A Mean Rating	Group B Mean Rating
Counseling	3.16 (n=320)	3.00 (n=132)
Educational	3.23 (n=293)	2.99 (n=122)
Vocational	3.17 (n=288)	2.96 (n=116)
Transportation	3.12 (n=156)	2.74 (n=57)
Mental Health	3.12 (n=145)	2.94 (n=69)
Job Training	3.07 (n=208)	2.74 (n=96)
Technology	3.11 (n=178)	2.82 (n=71)
Job Modification	3.08 (n=181)	2.75 (n=73)
Employment Support	3.13 (n=260)	2.71 (n=94)
Job Placement	2.98 (n=219)	2.65 (n=89)
Advocacy	3.15 (n=217)	2.87 (n=71)
CDPCRC *	3.16 (n=194)	2.99 (n=87)
Medical	3.10 (n=212)	2.94 (n=84)
Other	3.18 (n=217)	2.94 (n=90)

Overall consumer satisfaction with DVR services by closure category

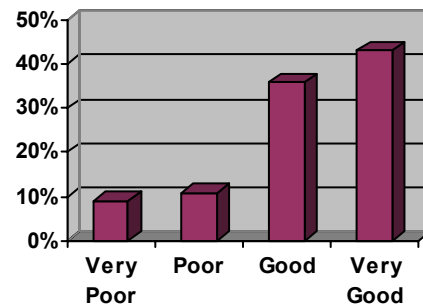
Group A - Consumer case closed PEO (n=402)

Very poor	2.5%
Poor	7.0%
Good	29.4%
Very good	61.2%
Mean = 3.49	



Group B - Consumer case closed after initiation of IPE (n=165)

Very poor	9.1%
Poor	10.9%
Good	35.8%
Very good	43.0%
Mean = 3.14	



A = Consumers with Positive Employment Outcome

B = Consumers with Cases Closed After Initiation of IPE

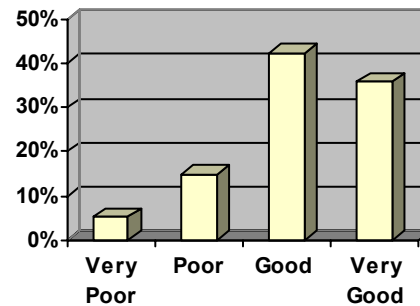
C = Consumers with Cases Closed Prior to IPE

D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

Group C - Consumer case closed prior to initiation of IPE (n=325)

Very poor	5.2%
Poor	14.8%
Good	42.3%
Very good	35.8%

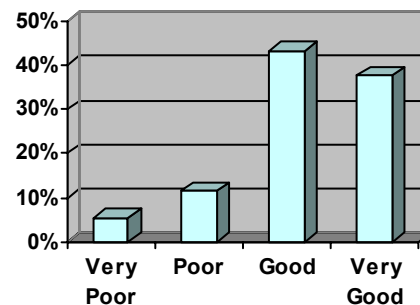
Mean = 3.11



Group D - Consumer case closed in referral, applicant, or extended evaluation (n=213)

Very poor	5.5%
Poor	11.5%
Good	43.1%
Very good	37.6%

Mean = 3.15



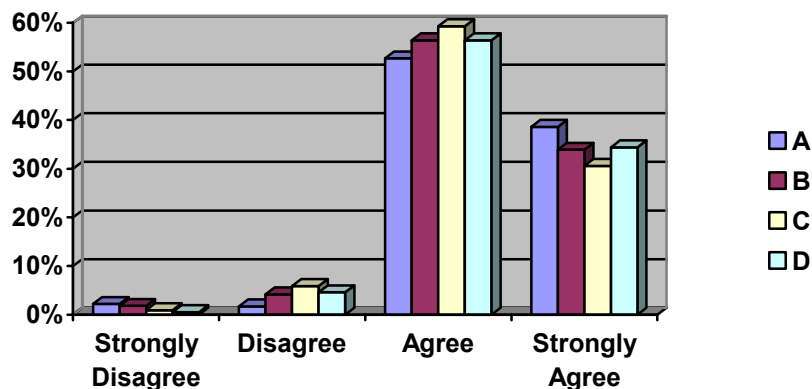
Survey participants were asked a series of questions related to their experiences with their counselor and the Vocational Rehabilitation office. Responses to these questions were rated on a Likert scale according to the following: “strongly disagree = 1”, “disagree = 2”, “agree = 3”, or “strongly agree = 4”.

Nearly all respondents (90.6%) agreed or strongly agreed that their counselor’s office was physically accessible.

THE VOCATIONAL REHABILITATION OFFICE WAS PHYSICALLY ACCESSIBLE TO ME

	A (n=383)	B (n=159)	C (n=313)	D (n=209)	Overall
Mean Range	3.34	3.27	3.24	3.30	3.29

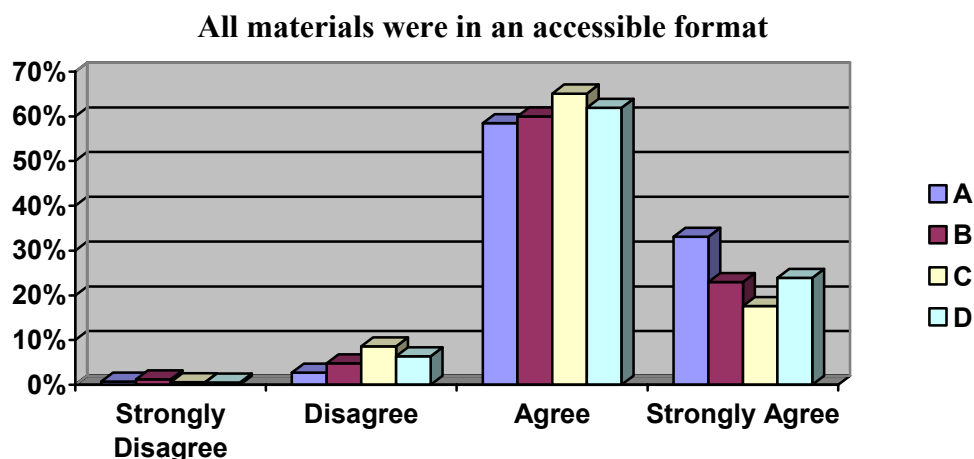
The Vocational Rehabilitation office was physically accessible



Nearly all respondents (86.5%) agreed or strongly agreed that materials they received from the Department were in an accessible format.

ALL MATERIALS I RECEIVED FROM VOCATIONAL REHABILITATION WERE IN AN ACCESSIBLE FORMAT

	A (n=382)	B (n=147)	C (n=298)	D (n=202)	Overall
Mean Range	3.30	3.18	3.08	3.18	3.20

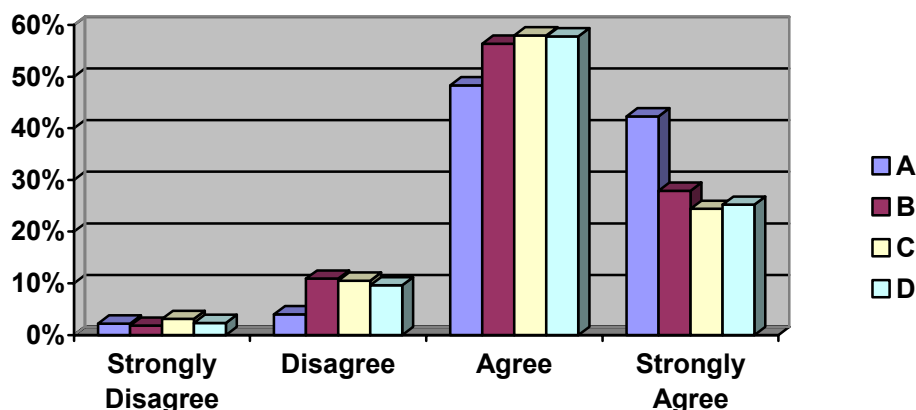


Consumers in Group A reported the highest levels of agreement with regard to ability to see their counselors in a reasonable amount of time when they scheduled an appointment. Overall, 85.8% of consumers agreed or strongly agreed that they were able to get an appointment in what they considered to be a reasonable amount of time.

I WAS ABLE TO GET AN APPOINTMENT WITH MY COUNSELOR IN A REASONABLE AMOUNT OF TIME

	A (n=389)	B (n=160)	C (n=220)	D (n=215)	Overall
Mean Range	3.35	3.14	3.08	3.12	3.19

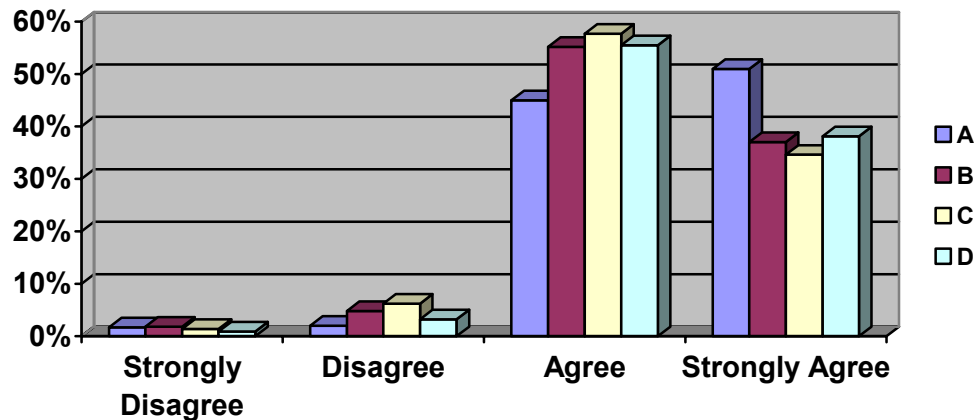
I WAS ABLE TO GET AN APPOINTMENT IN A REASONABLE AMOUNT OF TIME



Regardless of case closure status, most consumers (93.9%) agreed or strongly agreed that they were treated courteously by Department staff.

I WAS TREATED COURTEOUSLY BY ALL STAFF

	A (n=401)	B (n=163)	C (n=221)	D (n=223)	Overall
Mean Range	3.46	3.29	3.29	3.34	3.36

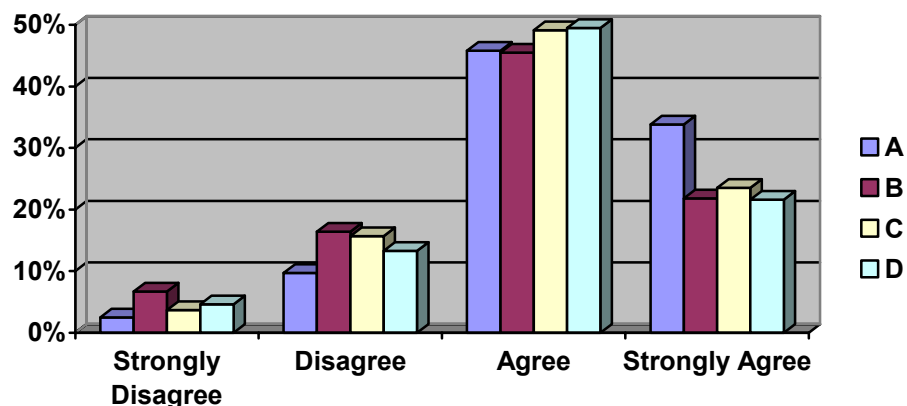


Seventy-four percent of respondents agreed or strongly agreed that their counselor helped them understand their disability. Consumers who had a positive employment outcome reported the highest agreement that their counselors helped them understand their disabilities.

MY COUNSELOR HELPED ME TO UNDERSTAND MY DISABILITY

	A (n=369)	B (n=149)	C (n=203)	D (n=198)	Overall
Mean Range	3.21	2.91	3.00	2.99	3.06

MY COUNSELOR HELPED ME UNDERSTAND MY DISABILITY

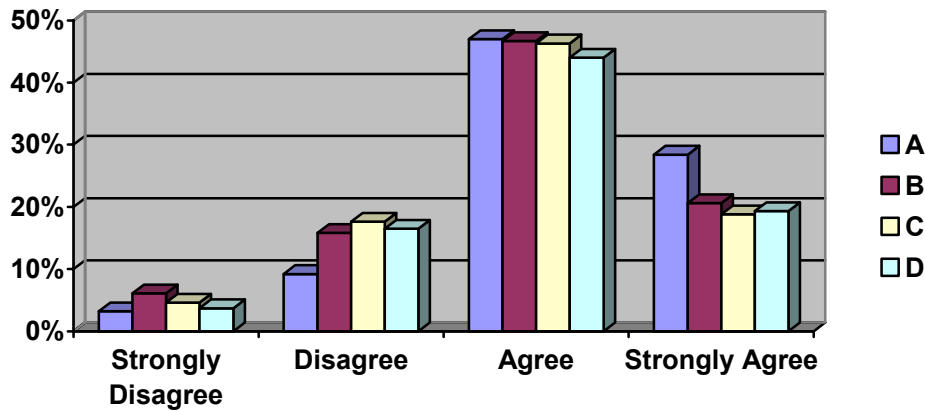


Approximately 69% of all consumers agreed or strongly agreed that their counselors were able to help them understand their strengths and limitations when choosing a job.

MY COUNSELOR HELPED ME TO UNDERSTAND THE THINGS I CAN OR CANNOT DO SO THAT I COULD CHOOSE AN APPROPRIATE JOB

	A (n=353)	B (n=147)	C (n=192)	D (n=188)	Overall
Mean Range	3.14	2.92	2.91	2.95	3.00

MY COUNSELOR HELPED ME UNDERSTAND WHAT I CAN AND CANNOT DO SO THAT I COULD CHOOSE AN APPROPRIATE JOB

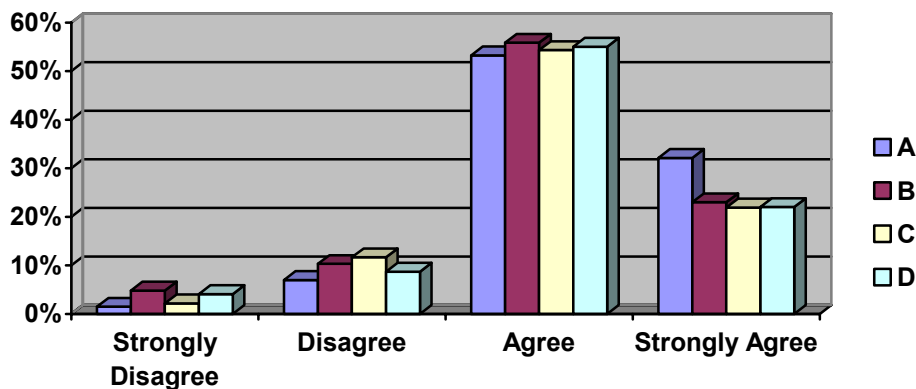


Consumers were asked if their counselor helped them to understand their rights. Over 80% agreed or strongly agreed that their counselor had helped in this area. Those in Group A were slightly more likely to be most positive about this issue.

MY COUNSELOR HELPED ME TO UNDERSTAND MY RIGHTS

	A (n=377)	B (n=155)	C (n=210)	D (n=201)	Overall
Mean Range	3.24	3.03	3.07	3.06	3.12

MY COUNSELOR HELPED ME UNDERSTAND MY RIGHTS

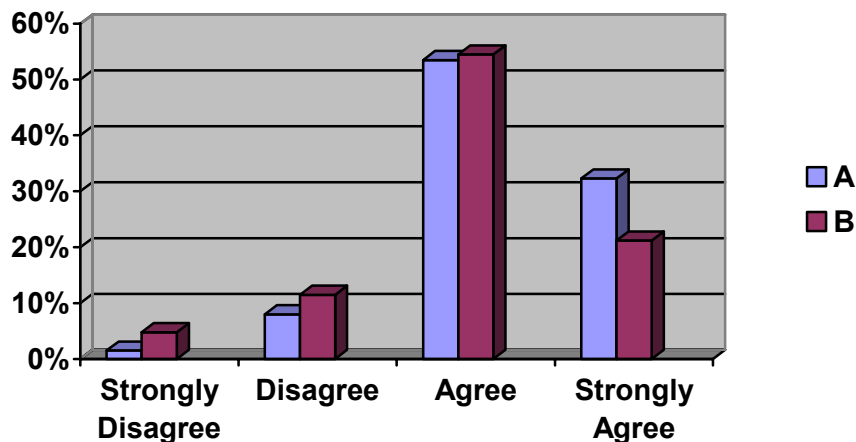


Eighty-five percent of consumers agreed or strongly agreed that they were encouraged to participate in planning their services. This question was not asked to those in Group D, as their cases were closed while in referral, applicant, or extended evaluation status.

MY COUNSELOR ENCOURAGED ME TO PARTICIPATE IN PLANNING WHICH SERVICES I WOULD RECEIVE

	A (n=383)	B (n=152)	Overall
Mean Range	3.22	3.00	3.09

My Counselor Encouraged Me to Participate in Planning

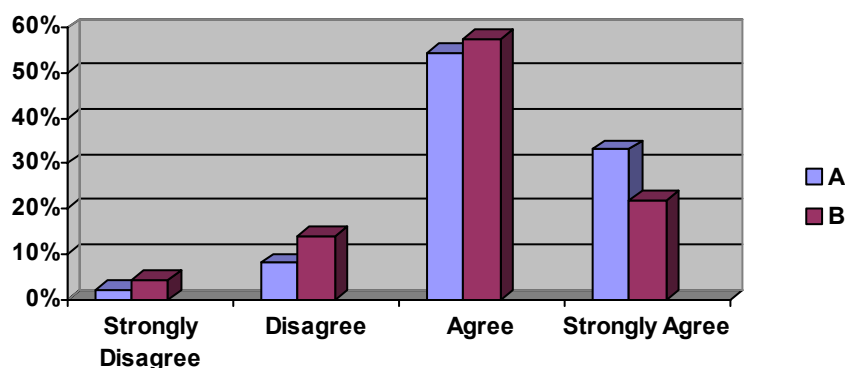


Consumers who had achieved a positive employment outcome (Group A) had the best understanding of services that were available from the Department, with 87.6% agreeing or agreeing strongly.

MY COUNSELOR HELPED ME CLEARLY UNDERSTAND THE SERVICES AVAILABLE TO ME FROM VOCATIONAL REHABILITATION

	A (n=393)	B (n=161)	Overall
Mean Range	3.21	2.99	3.11

MY COUNSELOR HELPED ME UNDERSTAND AVAILABLE SERVICES

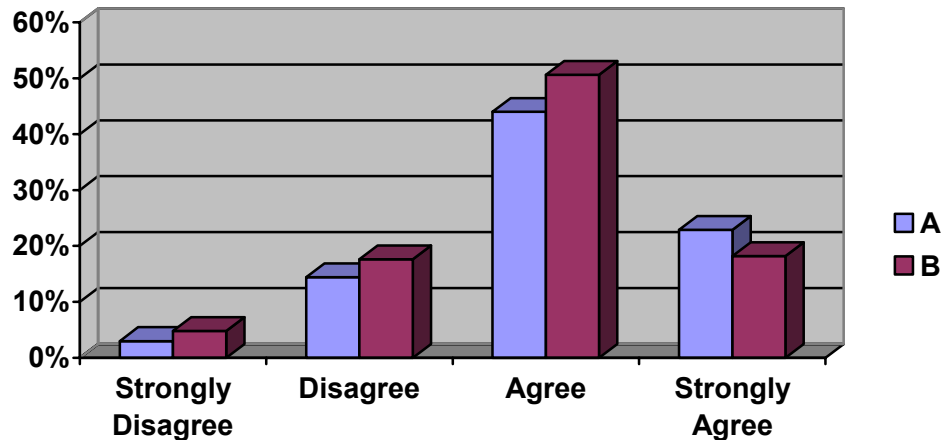


Consumers who received services through the Department were asked about the planning process. Those in Group A more strongly agreed when asked if their counselors worked with them to develop their Individualized Plan for Employment (IPE).

**MY COUNSELOR HELPED ME TO DEVELOP A PLAN OF ACTION TO GET A
JOB OR TRAINING FOR A JOB**

	A (n=339)	B (n=151)	Overall
Mean Range	3.03	2.90	2.99

MY COUNSELOR HELPED ME DEVELOP A PLAN OF ACTION

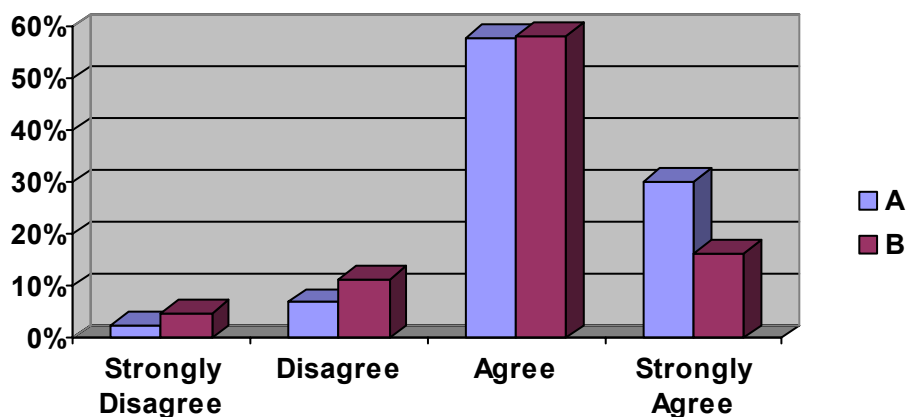


Consumers in Group A had a much level of agreement when asked if they felt free to choose the services that were received.

I FELT FREE TO CHOOSE THE TYPE OF SERVICES I RECEIVED

	A (n=392)	B (n=150)	Overall
Mean Range	3.18	3.14	3.12

I FELT FREE TO CHOOSE THE SERVICES I RECEIVED

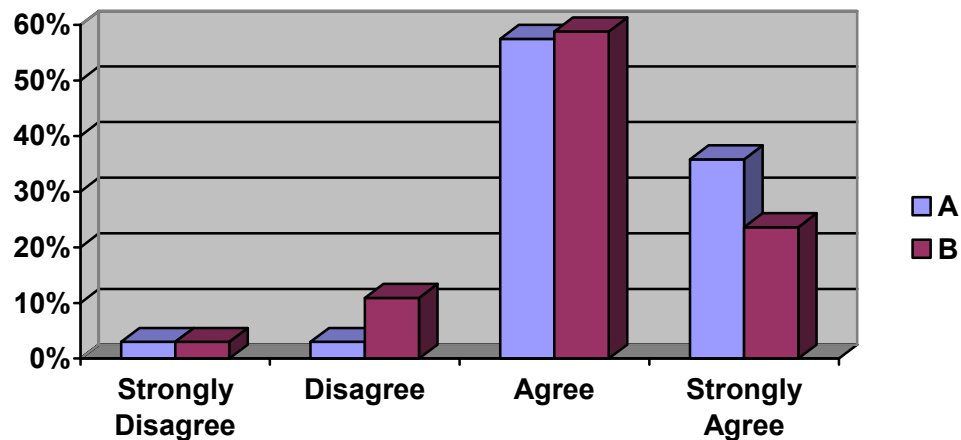


Consumers in Group A were more likely to strongly agree that services they received through their Individualized Plan for Employment (IPE) were provided in a timely manner.

THE SERVICES I RECEIVED WERE PROVIDED IN A TIMELY MANNER

	A (n=395)	B (n=159)	Overall
Mean Range	3.29	3.07	3.23

SERVICES I RECEIVED WERE PROVIDED IN A TIMELY MANNER



Approximately 16% of consumers indicated that they received Vocational Rehabilitation services in high school. There was a very strong correlation between age and receiving services in high school as younger respondents were more likely to have been served by the Department in high school than older respondents.

DID YOU RECEIVE VOCATIONAL REHABILITATION SERVICES IN HIGH SCHOOL?

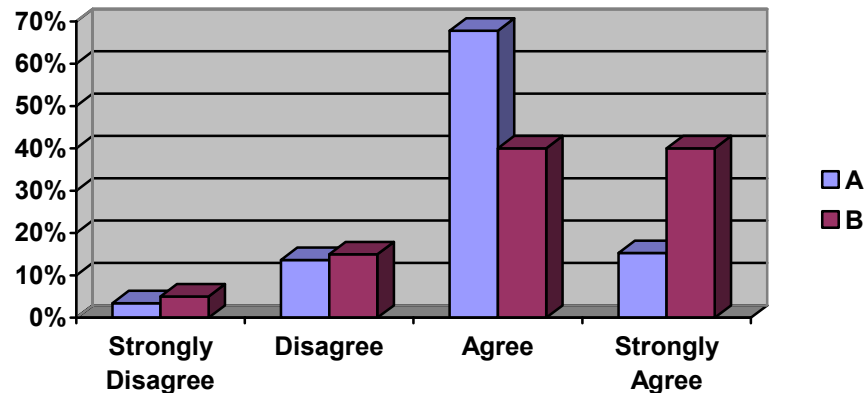
	A (n=402)	B (n=164)	Overall (n=1109)
Yes	16.4%	13.9%	15.7%
No	83.6%	85.5%	84.3%

Like last year, those consumers who reported having received services in high school were asked if those services helped them get training or a job. 82.3% of consumers agreed or strongly agreed.

THE VOCATIONAL REHABILITATION SERVICES I RECEIVED IN HIGH SCHOOL HELPED ME GET TRAINING OR A JOB

	A (n=59)	B (n=20)	Overall
Mean Range	2.95	3.15	3.00

THE VOCATIONAL REHABILITATION SERVICES I RECEIVED IN HIGH SCHOOL HELPED ME GET TRAINING OR A JOB



EMPLOYMENT INFORMATION

Following the pattern of the last few years, consumers were again asked about their present employment. Those who responded that they were employed were asked their job title. As always, a variety of answers were given. The largest percentages of job category responses were medicine (7.5%), computers (7.2%), education (6.5%), administrative/management (5.7%), sales/service (2.2%), food preparation (6.7%), construction (2.0%), transportation (2.0%) and building service (3.2%). Other responses included agriculture, social science, stock clerk, law, library science, information and message distribution, wood machining, packaging, religion, engineering, barbering, life sciences, and freight.

Slightly over half (52%) of those with a positive employment outcome (Group A) were employed full time. Nearly one-third (31%) of the entire sample indicated that they were employed full time. Approximately 48% of those whose cases were closed after initiation of the IPE (Group B) were not working nor were they seeking employment. This group reflects the highest frequency of unemployment for all groups.

EMPLOYMENT STATUS

Employment Status	A % n=401	B % n=165	C % n=324	D % n=218	Overall n=1109
Employed Full Time	52.0	7.9	20.1	26.1	31.0
Employed Part Time	18.9	9.1	13.6	14.7	15.1
Seeking Employment	12.7	26.7	17.0	22.0	17.9
Not Seeking Employment	8.7	47.9	38.0	22.0	25.7
In School	1.7	3.0	5.2	10.1	4.6
Extended Employment	0	0	0.6	0.5	0.3
Self-Employed	4.2	1.8	2.2	1.8	2.8
Retired	1.5	2.5	3.1	1.9	2.2

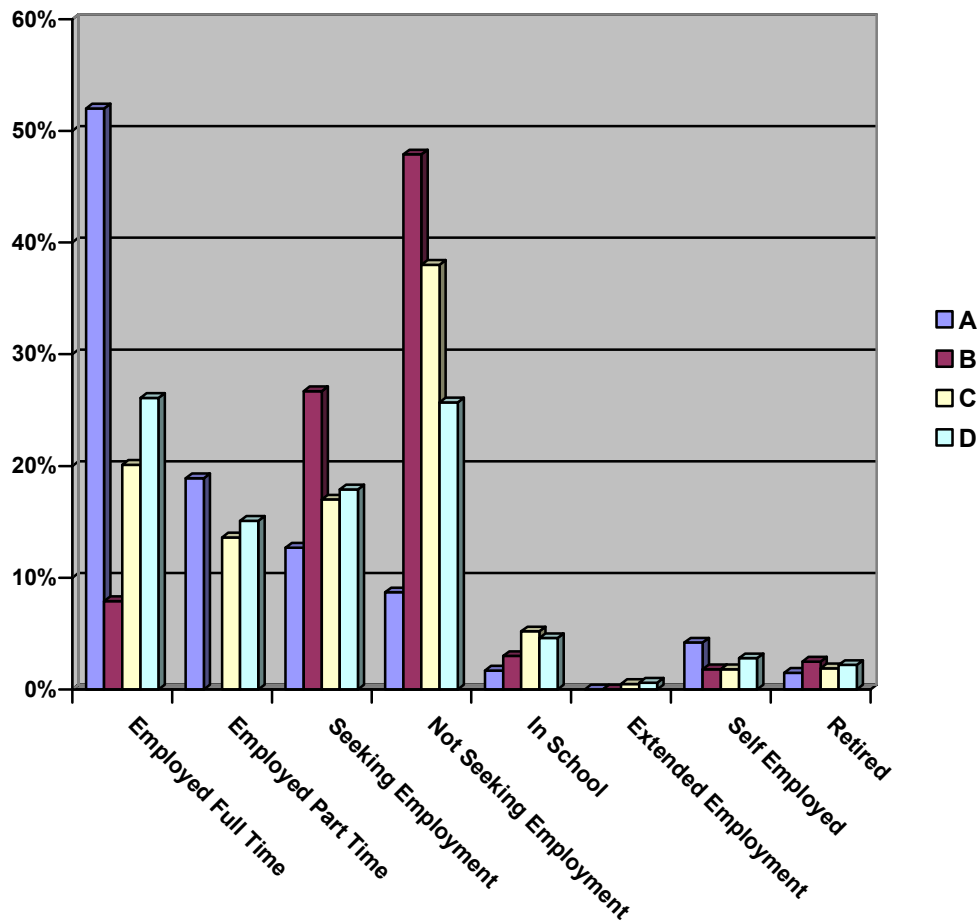
A = Consumers with Positive Employment Outcome

B = Consumers with Cases Closed After Initiation of IPE

C = Consumers with Cases Closed Prior to IPE

D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

EMPLOYMENT STATUS BY GROUP



CONSUMERS WERE ASKED ABOUT EARNINGS FROM EMPLOYMENT

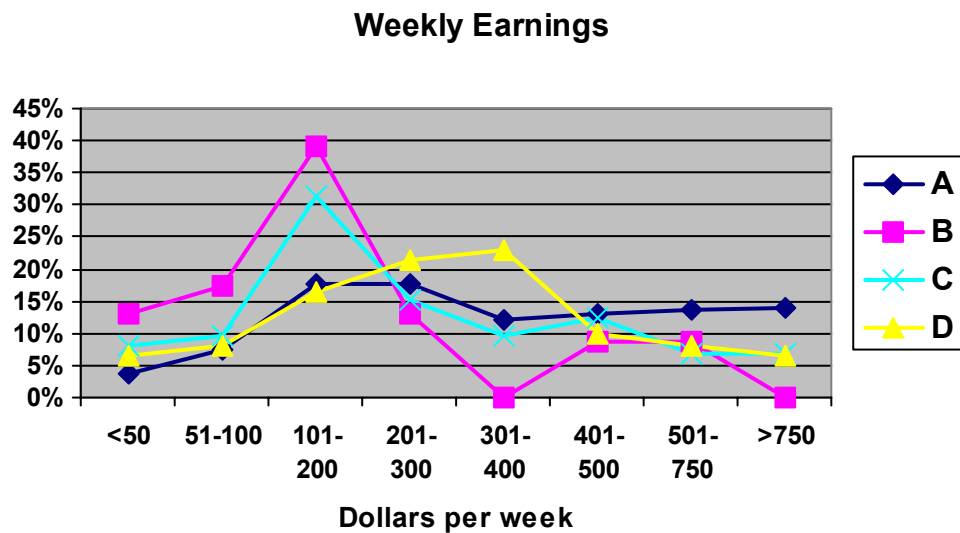
Weekly Earnings	A (%) n=213	B (%) n=23	C (%) n=86	D (%) n=90
\$50 or less	3.8	13.0	8.2	6.6
\$51 to \$100	7.5	17.4	9.6	8.2
\$101 to \$200	17.8	39.1	31.5	16.4
\$201 to \$300	17.8	13.0	15.1	21.3
\$301 to \$400	12.2	0.0	9.6	23.0
\$401 to \$500	13.1	8.7	12.3	9.8
\$501 to \$750	13.6	8.7	6.8	8.2
\$751 or more	14.4	0.0	6.8	6.6

A = Consumers with Positive Employment Outcome

B = Consumers with Cases Closed After Initiation of IPE

C = Consumers with Cases Closed Prior to IPE

D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

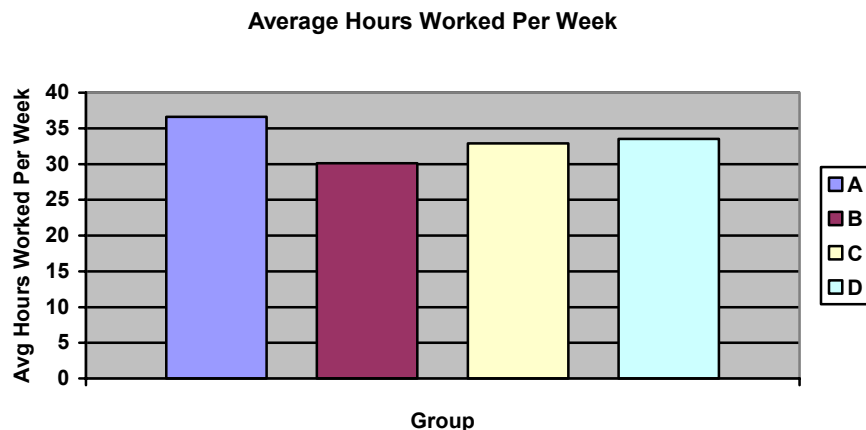


The above graph shows that those belonging to Group A are more represented as salary level increases. Approximately 53% of those achieving a positive employment outcome earned \$301 or more each week. This is a greater percentage than any other category.

Those who were currently working full or part-time were asked how many hours they worked each week. People with positive employment outcomes (Group A) worked approximately three, or more, hours per week than those in the other status groups.

AVERAGE NUMBER OF HOURS WORKED PER WEEK

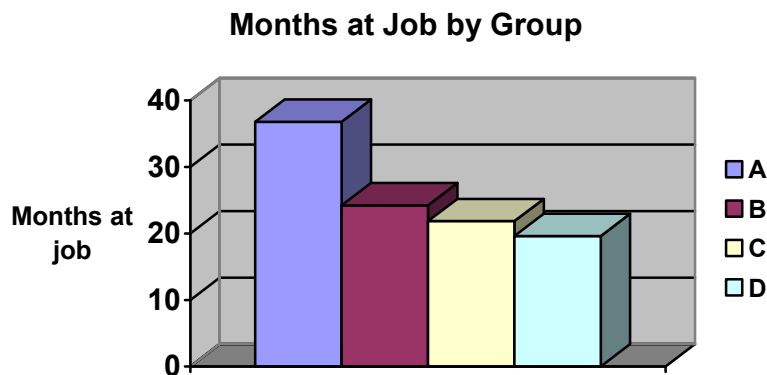
Consumers achieving positive employment outcomes (n=299).....	36.61
Consumers with cases closed after initiation of IPE (n=27).....	30.11
Consumers with cases closed prior to IPE (n=115).....	32.87
Consumers with cases closed in referral, applicant or trial work experience (n=93)...	33.51
Overall.....	34.93



Those who were currently working were asked how long they had been employed at their job. People with positive employment outcomes had, by far, the greatest longevity at their place of employment at an average of 36.80 months. Individuals with cases closed in referral, applicant, or extended evaluation (D) had the lowest average number of months worked at 19.63 months of employment.

AVERAGE NUMBER OF MONTHS AT PRESENT JOB

Consumers achieving positive employment outcomes (n=301).....	36.80
Consumers with cases closed after initiation of IPE (n=30).....	24.23
Consumers with cases closed prior to IPE (n=118).....	21.85
Consumers with cases closed in referral, applicant or trial work experience (n=94)...	19.63
Overall.....	29.88

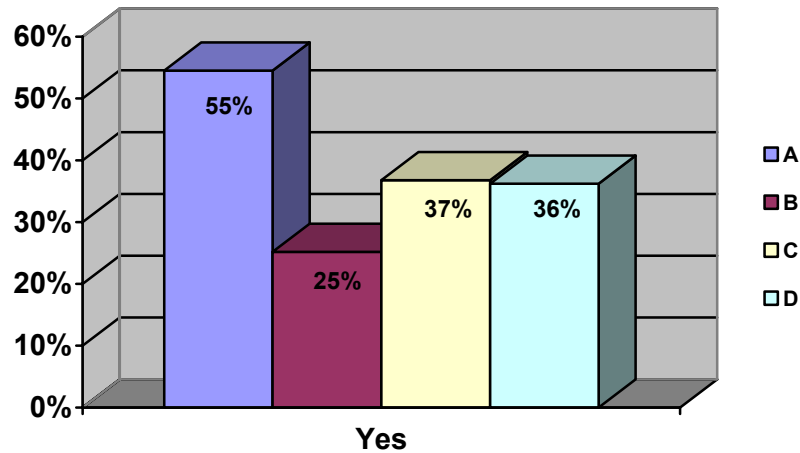


Consumers who were working were asked if they received benefits at their job. Approximately half of all those who were currently employed received benefits. Fifty-four percent of those people with cases closed PEO (A) had benefits. This represents a 2% drop from 2002. However, 17-29% more people with cases closed with a positive employment outcome had benefits compared to those in the other status groups.

DO YOU RECEIVE BENEFITS FROM YOUR JOB?

	A% (n=299)	B% (n=28)	C% (n=117)	D% (n=94)	Overall
Yes	54.5	25.0	36.8	36.2	45.9
No	45.5	75.0	63.2	63.8	54.1

DO YOU RECEIVE BENEFITS FROM YOUR JOB?

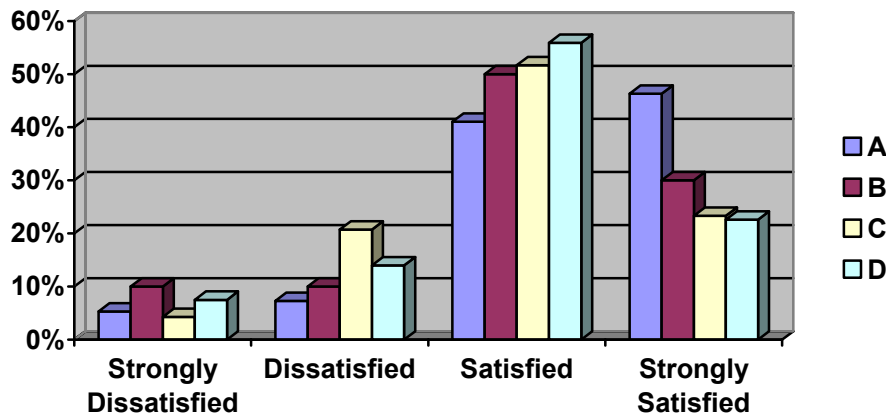


The following questions related to job satisfaction were asked to consumers. In these responses, participants responded from strongly dissatisfied to strongly satisfied. The resultant mean satisfaction level is based on a four-point scale.

HOW SATISFIED ARE YOU WITH THE KIND OF WORK YOU DO?

	A (n=300)	B (n=30)	C (n=116)	D (n=93)	Overall
Mean Range	3.28	3.00	2.94	2.94	3.13

HOW SATISFIED ARE YOU WITH THE TYPE OF WORK YOU DO?

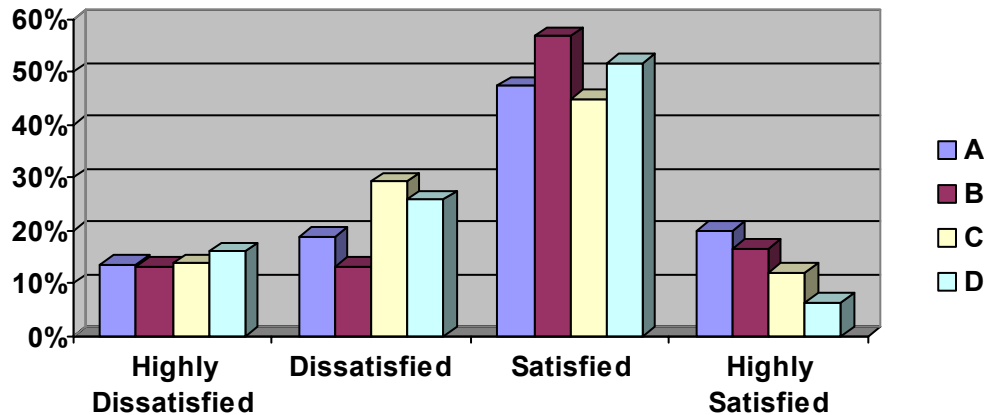


Although satisfaction with the type of work was substantially higher for those who achieved positive employment outcomes (A), there were less significant differences when comparing satisfaction with salaries received.

HOW SATISFIED ARE YOU WITH THE SALARY YOU RECEIVE?

	A (n=300)	B (n=30)	C (n=166)	D (n=93)	Overall
Mean Range	2.74	2.77	2.55	2.48	2.69

HOW SATISFIED ARE YOU WITH THE SALARY YOU RECEIVE?

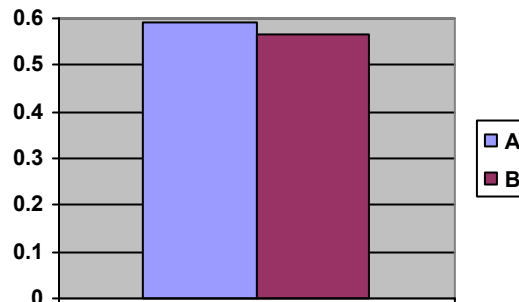


Consumers who received services from the Department were asked if they felt that the services they received through Vocational Rehabilitation helped them get their current jobs. Approximately 60% of those achieving positive employment outcomes felt that the Vocational Rehabilitation services they received did help them get their job. Fifty-seven percent of those in Group B felt that Department services helped them get their job.

DO YOU FEEL THAT VOCATIONAL REHABILITATION SERVICES HELPED PREPARE YOU FOR A JOB?

	A (n=300)	B (n=30)	Overall
Yes	59.3%	56.7%	62.9%
No	40.7%	43.3%	37.1%

DO YOU FEEL THAT VOCATIONAL REHABILITATION SERVICES HELPED PREPARE YOU FOR A JOB?

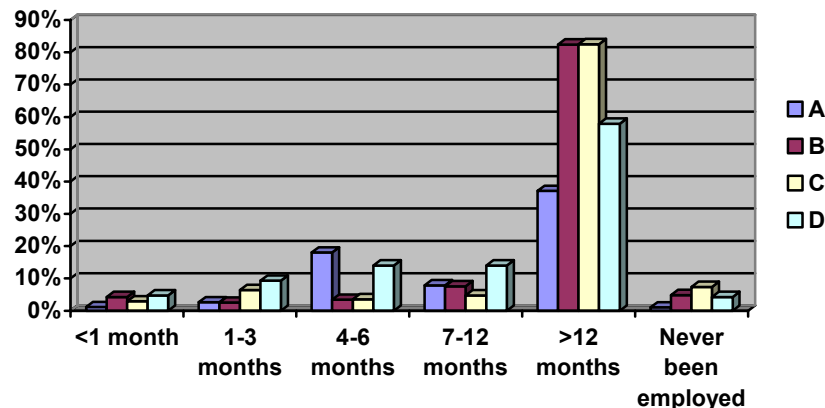


Those who reported being unemployed were asked for how long they had been unemployed. Thirty-seven percent of consumers who had achieved a positive employment outcome (Group A) who were not currently employed answered that they had not had a job

for longer than one year. This does reflect an increase from 2002. The percentages of those who had not worked for over a year were much higher for those representing the three other unsuccessful groups. When asked the reason for current unemployment, the majority of the respondents across all closure statuses stated that they could not work because of their disability or physical limitations.

HOW LONG HAVE YOU BEEN UNEMPLOYED?

	A (n=89)	B (n=119)	C (n=171)	D (n=107)	Overall
< 1 Month	11.2%	4.2%	2.9%	4.7 %	5.1%
1-3 Months	25.8%	2.5%	6.4%	9.3 %	9.7%
4-6 Months	18.0%	3.4%	3.5%	14.0 %	8.4%
7-12 Months	7.9%	7.6%	4.7%	14.0%	8.0%
> 12 Months	37.1%	82.4%	82.5%	57.9 %	68.7%
Never Been Employed	1.0%	4.8%	7.4%	5.0%	4.2%

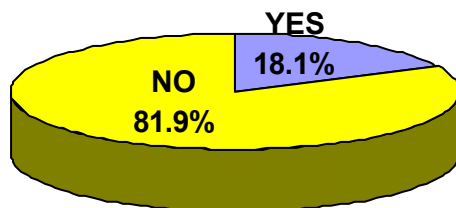


REASON YOU ARE CURRENTLY UNEMPLOYED (PERCENT)

	A (n=89)	B (n=119)	C (n=190)	D (n=116)	Overall
Laid off/Fired	19.1	5.0	3.7	7.8	7.6
Disability	29.2	46.2	47.9	21.6	38.3
Child Care	3.4	1.7	2.1	3.4	2.5
Can't Find Work	4.5	8.4	6.3	8.6	7.0
In School	6.7	0.8	6.8	16.4	7.6
Transportation	0.0	0.8	1.1	0.9	0.8
Physical Limitations	16.9	23.5	20.5	26.7	22.0
Other	20.2	13.4	11.6	14.7	14.2

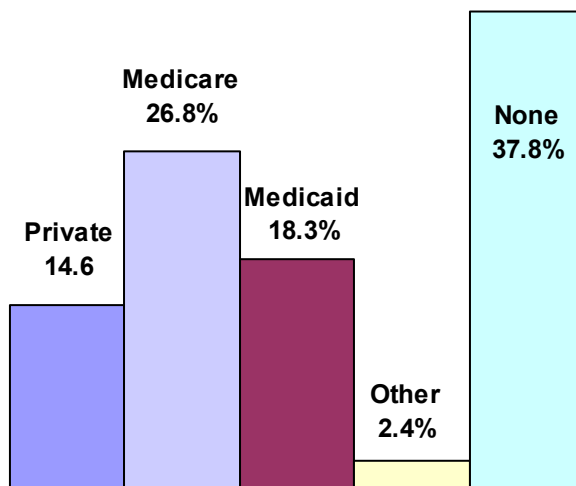
Consumers whose cases were closed with a positive employment outcome, but who reported that they had either not been employed for a year or longer or had never been employed were asked a series of questions to determine if there were themes as to why they had not worked. A total of 83 consumers (representing 21% of Group A) responded to items related to health insurance and other issues.

These consumers were asked if they were concerned that they might lose their current health benefits if they became employed. 18.1% indicated that this was a concern.



These individuals in Group A who had not worked for a year or longer were then asked what type of health insurance they currently had. Their responses are found below.

WHAT TYPE OF HEALTH INSURANCE DO YOU CURRENTLY HAVE?



All individuals in Group A who were currently unemployed were asked if there were other services that would be helpful to them. Seventy-eight percent (78%) said no. Those who did respond indicated that continued assistance by the Department, additional training, and continued education would be most helpful in attaining employment.

CASE CLOSURE

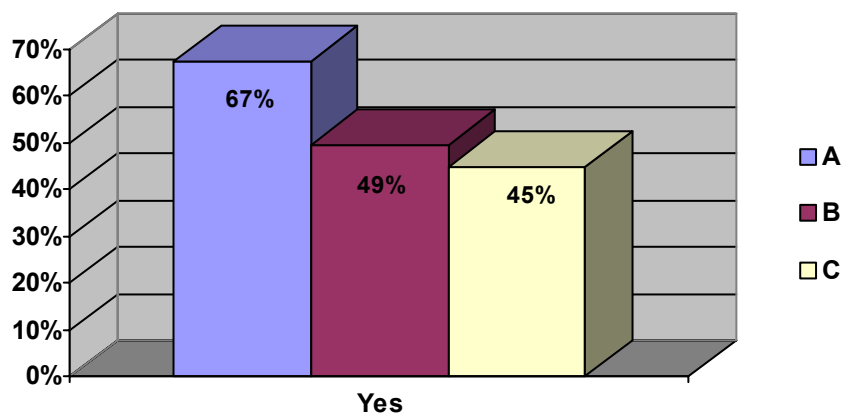
The act of closing a consumer's case ends the formal contact the counselor has with a consumer. The following information reflects consumers' responses to questions regarding the closure of their cases.

Seven out of ten people who had a positive employment outcome knew their cases had been closed. Overall, 54.6% of consumers indicated that they were informed when their cases were closed. This reflects a 6% decrease from 2002. The following table shows the differences in the consumer being informed based on his or her case closure status. As has been the case throughout the history of this survey, consumers whose cases were closed upon achieving a positive employment outcome were best informed about their case closure.

I KNEW WHEN MY CASE WAS CLOSED

	A% (n=396)	B% (n=160)	C% (n=301)	Overall %
Yes	67.4	49.4	62.1	54.6
No	32.6	50.6	37.9	45.4

I KNEW WHEN MY CASE WAS CLOSED

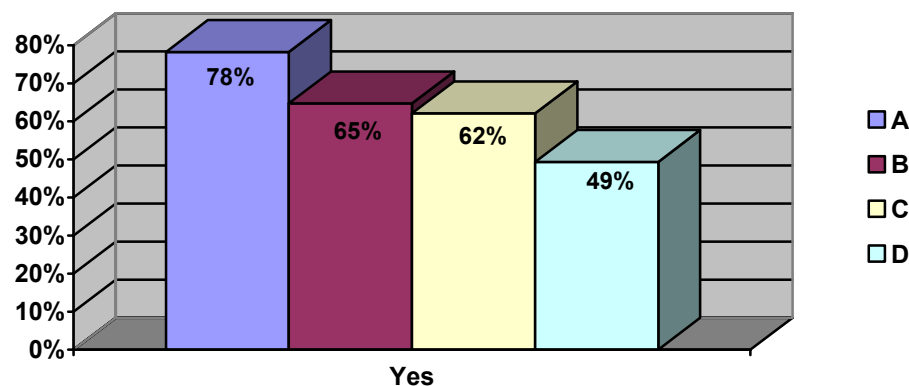


Consumers were asked whether or not they felt their cases should have been closed. If the consumers were in Group A, they were more likely to agree that the case should have been closed (78.2%). Those belonging to Group D were most likely to want their cases left open (50.7%).

SHOULD YOUR CASE HAVE BEEN CLOSED?

	A% (n=385)	B% (n=150)	C% (n=301)	D% (n=207)	Overall
Yes	78.2	64.7	62.1	49.3	67.6
No	21.8	35.3	37.9	50.7	32.4

SHOULD YOUR CASE HAVE BEEN CLOSED?



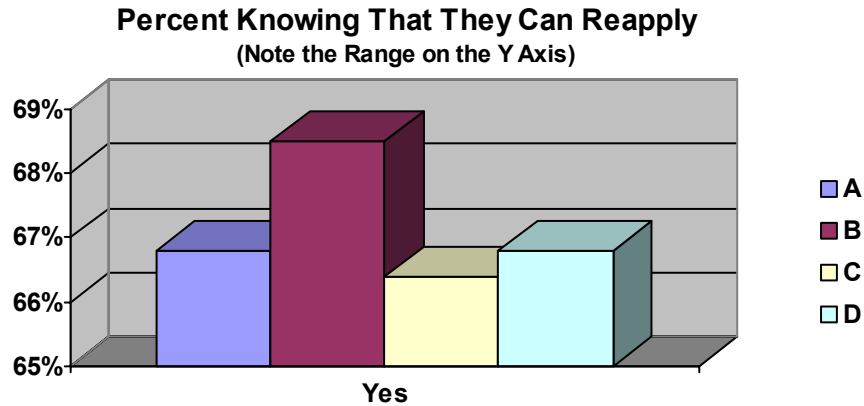
If the respondent felt his or her case should not have been closed, the follow up question, “Why shouldn’t your case have been closed?” was asked and 290 people responded. The responses included: “insufficient services” (17.2%), “rehab did not help me” (16.2%), “don't have a job yet” (13.1%), “need more training” (3.1%), “was not finished” (17.5%), and “miscellaneous answers” (33.1%).

Consumers were asked about their level of awareness of reapplying for services. Approximately two out of three respondents knew they could reapply.

I KNOW THAT I CAN REAPPLY FOR SERVICES FROM VOCATIONAL REHABILITATION

	A% (n=397)	B% (n=162)	C% (n=321)	D% (n=214)	Overall
Yes	66.8	68.5	66.4	66.8	66.9
No	33.2	31.5	33.6	33.2	33.1

I KNOW THAT I CAN REAPPLY FOR SERVICES



The final question asked to consumers was whether or not they would return to the Department in the future. Nearly 90% of consumers indicated that they would return to Vocational Rehabilitation if they needed to. Consumers who achieved a positive employment outcome (Group A) gave the Department the highest rating on this question at 92.5%.

I WOULD GO BACK TO VOCATIONAL REHABILITATION IF I NEED TO

	A% (n=399)	B% (n=159)	C% (n=320)	D% (n=216)	Overall
Yes	92.5	89.0	86.3	88.9	89.6
No	7.5	10.1	13.8	11.1	10.4

I WOULD GO BACK TO VOCATIONAL REHABILITATION IF I NEED TO

